

WORKING WITH CONSUMERS

GRI 2-6, SASB IF-EU-000.A

CONSUMERS OF KEGOC JSC SERVICES ARE LEGAL ENTITIES: ENERGY PRODUCING, ENERGY TRANSMISSION, ENERGY SUPPLY ORGANIZATIONS, AND INDUSTRIAL ENTERPRISES.

When planning the volume of system services, the following factors are taken into account:

- the current economic situation in the country;
- development of regional generation and plans of consumers of system services to increase/decrease consumption;
- the possibilities of a circuit-based nature, in terms of optimizing repair work, contributing to the export and transit of electric energy to neighboring countries.

This makes it possible to effectively reduce the risks of deviations in the actual volume of services provided from the planned ones.

In 2024, KEGOC JSC ensured the provision of system services to wholesale market entities in full in accordance with concluded contracts and consumer requests.

The total number of consumers with whom contracts were concluded in the reporting year was 1,629, of which:

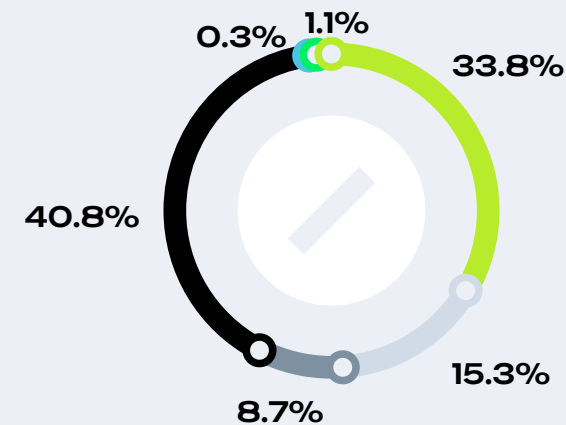
- Commercial organizations — 421;
- Industrial enterprises — 284.

Total number of contracts and agreements for the provision of services to consumers, purchase and sale of electricity, starting in 2023 and concluded in 2024

56	621	196	729	2	1	6
for the transmission of electric energy via NPG	for NPG usage	for technical dispatching of supply to the grid and consumption of electric energy	for the organization of balancing production and consumption of electric energy	for the purchase of electricity to compensate for losses and for the economic needs	of the purchase and sale of balancing electric energy and negative imbalances	for the purchase of power regulation services
1		1		1	1	1
for the purchase of electric energy from the Russian Federation in order to compensate for hourly deviations of the actual interstate balance-flows of electric energy from the planned		for the sale of electric energy to the Russian Federation in order to compensate for hourly deviations of the actual interstate balance-flows of electric energy from the planned		provision of services for the transmission (transit) of electricity for ROSSETI PJSC	provision of services for the transmission (transit) of electricity for Electric Power Stations JSC	provision of services for the transmission (transit) of electricity for NPG of Kyrgyzstan JSC
1	1	1	1	1	1	1
provision of services for the transmission (transit) of electricity for SOLARKOIN LLC	provision of power regulation (frequency) services for NPG of Uzbekistan JSC	provision of power regulation (frequency) services for Uzenergosotish JSC	provision of power regulation (frequency) services for NPG of Kyrgyzstan OJSC	for the purchase of power regulation services from NPG of Kyrgyzstan OJSC	for the purchase of electricity to settle unplanned flows (from NPG of Uzbekistan JSC)	for the sale of electricity to settle unplanned flows (for NPG of Uzbekistan JSC)
1	1	2	1	1,629		
for the purchase of electricity to settle unplanned flows (from Uzenergosotish JSC)	for the sale of electricity to settle unplanned flows (for Uzenergosotish JSC)	for the purchase of electricity to settle unplanned flows (from NPG of Kyrgyzstan OJSC)	for the sale of electricity to settle unplanned flows (for NPG of Kyrgyzstan OJSC)	TOTAL		

Distribution of contracts
by criteria, %

GRI 2-6, EU3



- Electricity supply organizations
- Electricity generation organizations
- Electricity transmission organizations
- Direct consumers
- Others
- Foreign counterparties

4.77
points

the average annual
assessment of consumer
satisfaction in 2024

95%

the percentage
of customer
satisfaction in 2024

GRI 2-24, 2-26

To improve the quality of the services provided, KEGOC JSC has developed an internal standard "Management of system services and consumer claims". According to this standard, questionnaires are sent to all consumers of system services at least once a half-year, including a request to assess the level of work of the Company's staff, the reliability of business and technical information provided, the efficiency of work on consumer requests, the quality of system services, the quality of RDC work in terms of operational dispatch management and to make suggestions on to improve the quality of services provided by KEGOC JSC. Incoming responses are analyzed to improve the quality of the services provided.

GRI 2-25

In 2024, the average annual assessment of consumer satisfaction was 4.77 points on a five-point scale (100% of consumers were surveyed). The percentage of customer satisfaction is 95%. Appropriate measures are being taken according to the criteria that require improvement.

GRI 2-27

There were no fines imposed on the Company for non-compliance with legislation and regulatory requirements related to the provision of services in 2024.



PROTECTING CONFIDENTIAL CONSUMER DATA

GRI 418-1

The scale of KEGOC JSC's networking and global corporate activities requires the Company's careful attention to ensuring reliable protection of its consumers' information. In order to minimize the risks associated with this, the Company has a Consumer (customer) Privacy Policy aimed at ensuring transparency in the processing of personal data of consumers (customers) in accordance with the requirements of the legislation of the Republic of Kazakhstan. The list of collection and processing of personal information of KEGOC JSC consumers in accordance with the Policy includes:

- ◆ name and contact information;
- ◆ information about the actual volume of electricity consumption/generation;
- ◆ connection point information;
- ◆ financial information;
- ◆ identification information (contract number, personal account number).

The information collected is used for the purpose of providing system and related services, as well as fulfilling regulatory, contractual and legislative obligations.

KEGOC JSC provides consumers (clients) with the following options for managing their personal data:

- ◆ opt-in for data collection and processing;
- ◆ the right to opt out of certain types of processing;
- ◆ request for access to your data;
- ◆ request for correction or deletion of data;
- ◆ the ability to transfer data to other service providers.

Personal data of consumers (clients) Company are kept for the period necessary to achieve the purposes of their collection, and for 5 years after the termination of the relationship with the consumer, unless otherwise provided by the legislation of the Republic of Kazakhstan.

The following measures are applied to ensure the security of personal data:

- ◆ data encryption;
- ◆ regular updating of software and information security systems;
- ◆ multi-level access control and the use of secure passwords;
- ◆ conducting periodic audits in the field of cybersecurity and data protection.

KEGOC JSC DOES NOT DISCLOSE CONSUMERS' PERSONAL DATA TO THIRD PARTIES, EXCEPT IN CASES WHERE IT IS NECESSARY TO COMPLY WITH THE LAW OR AT THE REQUEST OF AUTHORIZED LAW ENFORCEMENT AGENCIES OF THE REPUBLIC OF KAZAKHSTAN. THE DISCLOSURE OF PERSONAL DATA OF CONSUMERS IS CARRIED OUT STRICTLY IN ACCORDANCE WITH THE PRIVACY POLICY AND THE REQUIREMENTS OF THE LEGISLATION OF THE REPUBLIC OF KAZAKHSTAN.

GRI 2-27

IN 2024, THERE WERE NO COMPLAINTS, APPEALS, LAWSUITS OR FINES RELATED TO VIOLATIONS OF THE CONFIDENTIALITY OF CONSUMERS' PERSONAL DATA.

KEGOC JSC DOES NOT USE CONSUMERS' PERSONAL DATA FOR SECONDARY PURPOSES AND DOES NOT MONITOR THE PROPORTION OF SUCH CASES, AS SUCH PRACTICES ARE NOT APPLIED.

